

Appendix 1

COMPLAINTS MONITORING

April – June 2010-2011 (1st Quarter)

Formal Complaints (Stage 1)

	Number of complaints	Target met (response within 10 working days)	Complaint Justified	Complaint Partly Justified	Complaint Not Justified	Still awaiting response from officers (whether justified or not)
1 st Quarter	14	11 (79%)	5	1	7	1

Of the 14 Stage 1 complaints, details of the six that were Justified or Partly Justified:

Service	Nature of Complaint	Justified/ Partly Justified	Action Taken or explanation	Service Improvement
Database Team (Housing)	Length of time (possible timescale of 6 weeks) to process HB claim/time waiting in OSS	Partly Justified	Customer sent letter and refund processed.	Team looking at ways of reducing the timescale to process refunds, however, rely on other teams to advise as to whether the refund can be processed. Aim is to reduce this to 15 working days.
Rents (Housing)	Problem with rent account	Justified	Account checked and adjustments made. Direct Debit also checked – now correct. Credit refund organised for garage rent. Letter explaining reasons for errors sent including an apology.	Housing Managers will be undertaking a review of the direct debit system and officer priorities.
Housing Options (Housing)	Housing Banding	Justified	Letter sent explaining the resident's banding information and apologies made for the confusion caused.	Standard letter has been updated on the system and staff have been given training.
Housing Options/ Capital (Housing)	Leak from radiator - temporary accommodation /query over monies owed to the Council.	Justified	The Billing process in respect of dispersed units has been reviewed and added them to the Saffron Housing System as an alternative to the IBS system.	The Saffron billing system to be implemented in June 2010.

Appendix 1

Customer Services	Told by OSS that had to bring 97 year old mother to renew Blue Badge but could have been done by post	Justified	Incorrect advice given. CSA training & development in Blue Badge process and customer care skills regularly. First session 21 July 2010 followed by 6 monthly sessions	Ongoing training of CSAs
Tenancy (Housing)	Has complained twice (at Woodrow OSS) about fly tipped tyres in garage area of Auxerre House. Council van visited but not removed tyres.	Justified	Fly tipping cleared day after complaint made, however, procedure not followed for previous complaints.	Further training on correct procedure for logging/forwarding complaints

Complaints Appeals (Stage 2)

	Number	Target Met (response within 10 working days)	Complaints Upheld
1 st Quarter	4	3 (75%)	2 (Stage 1 response had classed as complaint had been justified – so agreeing that was still the case)

Member Complaint Appeals (Stage 3)

	Number
1 st Quarter	1

Appendix 1

COMPLAINTS MONITORING : April - June 2010 (1st Quarter)

OMBUDSMAN MONITORING – 2010/11 Response times & Outcomes

Complaint (service)	Quarter received	Info requested on	Target for response	Letter sent on (by e-mail)	Response time	Average Response time (cumulative)	Outcome
None received in 1 st quarter.							

Year	Number of Enquiries	RBC average days
06/07	8	39.6 days
07/08	6	26.7 days
08/09	5	14.6 days
09/10	6	23.8 days

2009/10 STATS FOR DISTRICT COUNCILS		
Less than 28 days	29-35 days	36 days or more
61%	22%	17%